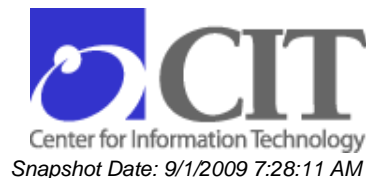


Customer Service Report for HSB

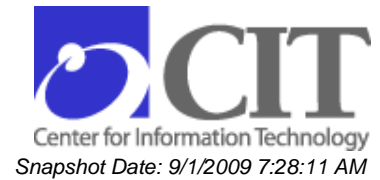
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM



| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|-----------------------------------|---------|-----|-----|-------|----------------------------------|-----|-------|--------|-----|-------|----------|
| | DCS | HSB | Web | Other | DCS | HSB | Other | DCS | HSB | Other | To Close |
| Accounts | | | | | | | | | | | |
| Access/Login | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 15 |
| Account Lockout | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| General Info | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| Application Support | | | | | | | | | | | |
| General Info | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| SERCH- Permissions/Accounts | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Sharepoint-General Information | 5 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 5 |
| Sharepoint- Troubleshoot | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 6 |
| Specialized Application | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Web Apps- Troubleshoot | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| ASR | | | | | | | | | | | |
| Colocation-OFF | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Oracle | 0 | 0 | 0 | 43 | 0 | 2 | 0 | 0 | 41 | 0 | 0 |
| Other | 0 | 0 | 0 | 117 | 0 | 28 | 0 | 0 | 89 | 0 | 0 |
| SQL | 0 | 0 | 0 | 13 | 0 | 9 | 0 | 0 | 4 | 0 | 0 |
| Unix | 0 | 0 | 0 | 227 | 0 | 37 | 0 | 0 | 190 | 0 | 0 |
| Windows | 0 | 1 | 0 | 47 | 0 | 22 | 0 | 1 | 25 | 0 | 0 |
| Back Office Support | | | | | | | | | | | |
| Active Directory | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 3 |
| Backup/Restore | 6 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 5 | 0 | 20 |
| Migration/Upgrade | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Permissions/Shares | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 19 |
| Print Hosting | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Troubleshoot | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Web Hosting | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 11 |

Customer Service Report for HSB

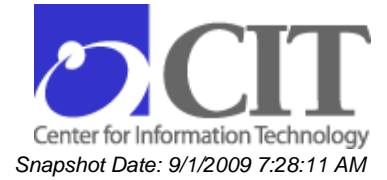
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM



| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|------------------------------------|---------|-----|-----|-------|----------------------------------|-----|-------|--------|-----|-------|----------|
| | DCS | HSB | Web | Other | DCS | HSB | Other | DCS | HSB | Other | To Close |
| CIT Categories | | | | | | | | | | | |
| Web Site Issue | 2 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 2 | 0 | 20 |
| Connectivity | | | | | | | | | | | |
| Data lines | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| TCP/IP | 0 | 10 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 8 | 0 |
| Email | | | | | | | | | | | |
| Exchange Email | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 8 |
| MS Outlook | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| General Information | | | | | | | | | | | |
| Inquiry | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 6 |
| Hardware | | | | | | | | | | | |
| Desktop/Move | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Printers/Config/Setup | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 6 |
| Servers/Request | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 13 |
| Local LAN | | | | | | | | | | | |
| LocalLAN/General Info | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| NIHnet | | | | | | | | | | | |
| Inquiry | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Maintenance-Bldg 12 Data Center | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Network Sec-Firewall | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 |
| Server Support-DNS | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| Security | | | | | | | | | | | |
| Compliance | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| General Info | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 10 |
| Web Site Issue (non-CIT) | | | | | | | | | | | |
| Development | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Inaccessible | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

Customer Service Report for HSB

For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM



| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|---------------------|-----------|-----------|----------|------------|----------------------------------|------------|----------|----------|------------|-----------|----------|
| | DCS | HSB | Web | Other | DCS | HSB | Other | DCS | HSB | Other | To Close |
| Other | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Grand Total: | 43 | 26 | 0 | 453 | 0 | 114 | 7 | 1 | 384 | 16 | 1 |

| | |
|---|-----|
| Total Tickets Closed: | 401 |
| Total Tickets Assigned/Pending/Checked Out: | 121 |
| Total Tickets Created: | 522 |